

# Section 14 – How to Generate a Request to Research/Upgrade Eligibility (RRU)

## Introduction

*The RRU is simply a direct notification to the appropriate CAF of any status changes a user cannot make within the system.*

*There are several reasons for which you would submit an RRU to the appropriate CAF. A RRU for personal information changes is only done if the person has an open investigation or they have an active DoD category – otherwise just make the changes locally (Industry).*

*The following are some examples of when you will submit an RRU for a person:*

- *A person's eligibility level does not reflect the current investigation that was conducted by another investigative agency, e.g., the Air Force has a more current investigation than what DISCO has on file*
- *To downgrade a person's eligibility*
- *To correct a person's SSN*

*The main thing you have to remember before you attempt to send an RRU on a person is that **you must have an owning or servicing “relationship” with that person.** (Refer to Section 7 – “How to In-Process”)*

## Instructions

1. Log in as a **User** of the appropriate SMO.
2. Click on **Select Person** (column on left).
3. Enter the person's **SSN**.
4. Click on the gray **Display** button.
5. The person's Personal Summary screen should appear with the person's name printed at the top. Make sure the category box located within the Personal Identification section is displaying the correct organization. If the correct organization is not being displayed, click on the drop down box and scroll down and highlight the correct organization.

**NOTE:** When the “Person Summary” screen first appears and you get an error message that says, *The Person Category does not have any Owning/Servicing Relationship and no Notification based on Owning/Servicing Relationship will be sent*, then the listed category is not currently in a PSM Net.

6. Once the proper category is listed and the person has an appropriate relationship with the SMO, the **Request to Research/Upgrade Eligibility** hyperlink will be present (Figure 36).

Figure 36: Personnel Summary screen

Person Summary

HAR

HELEN K

Person Category

Industry (Contractor) HH3VFDDB

SSN:

Open Investigation: N/A

PSQ Sent Date: N/A

Attestation Date: N/A

Incident Report: N/A

SF 713 Fin Consent Date: N/A

SF 714 Fin Disclosure Date: N/A

Polygraph: N/A

Foreign Relation: N/A

PSQ Sent

Non-SCI Access History

Unofficial Foreign Travel

NdS History

Date of Birth: 1966 05 17

Marital Status: N/A

Place of Birth: New York

Citizenship: U.S. Citizen

NdA Signed: Yes

NdS Signed: Yes

SCI Access History

Request to Research/Upgrade Eligibility

NdA History

Accesses

Category	US Access	PSP	Suitability and Trustworthiness	SCI	Available Actions
Industry (Contractor) HH3VFDDB	Top Secret	No	IT: N/A Public Trust: N/A Child Care: N/A	Access Number: N/A	<a href="#">Indoctrinate Non-SCI</a> <a href="#">Debrief Non-SCI</a> <a href="#">Indoctrinate SCI</a> <a href="#">Request SPA</a>
Industry (Contractor) 7N699-I		No	IT: N/A Public Trust: N/A Child Care: N/A	Access Number: N/A	
Industry (Contractor) 0S482-I	Top Secret	No	IT: N/A	SI	<a href="#">Indoctrinate Non-SCI</a>

- Click on the **Request to Research/Upgrade Eligibility** hyperlink.
- The Request to Research/Recertify/Upgrade Eligibility screen should appear (Figure 37).

**Figure 37: Request to Research/Recertify/Upgrade Eligibility screen**

**Request to Research/Recertify/Upgrade Eligibility**

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SSN: 000-02-1470

**\*UNCLASSIFIED** Justification: (Please include the Requestor's DSN/Commercial phone numbers)

**\*Please select one of the following Adjudication Types**

☐ Check to research this person's eligibility

☐ Check to request SSN change (Industry Users only)      SSN Change Reason:

☐ Check to recertify this person's current eligibility

☐ Check to upgrade this person's eligibility based on current investigation

**\*Select the CAF to receive the request**

☒ Add Request      ☐ Cancel Request

    

**Notice:** Under the Privacy Act of 1974, you must safeguard personnel information retrieved through this system. Disclosure of information is governed by Title 5, United States Code, Section 552a Public Law 93-579, DoDD 5400.11, DoDR 5400.11-R and the applicable service directives.

9. In the **Justification** text box, enter details of the request along with your telephone number.
10. Click on **one** of the three **radio buttons** that are available. (4 radio buttons for Industry)
11. Click on the **Select the CAF to receive the request** drop down menu and select the appropriate CAF to which you want the RRU sent.
12. Click the gray **Save** button.

**NOTE:** Once you send an RRU on a person, you will not be able to submit another RRU until the first request has been answered by the CAF or canceled by users of submitting SMO. Check **Notifications** to see the status/response of a RRU.